

## XP SP2 Install

You encountered the following problems after Service Pack 2 was installed:

1. Internet Explorer stops responding.
2. The running tasks are not displayed in the Task Manager
3. We are not able to run sfc /scannow.

### **Suggestion 1: Uninstall SP2**

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Please choose one of the three methods below to remove Service Pack 2:

#### **Use the Add or Remove Programs tool in Control Panel**

1. Click Start, click Run, type appwiz.cpl in the Open box, and then click OK.
2. Click to select the Show Updates check box.
3. Click Windows XP Service Pack 2, and then click Remove.
4. Follow the instructions on the screen to remove Windows XP SP2.

#### **Use the hidden \$NtServicePackUninstall\$ folder**

1. Click Start, click Run, type c:\windows\\$NtServicePackUninstall\$\spuninst\spuninst.exe in the Open box, and then click OK.
2. When the Windows XP Service Pack 2 Removal Wizard starts, click Next.
3. Follow the instructions on the screen to remove Windows XP SP2.

#### **Use the System Restore process**

1. Click Start, click Run, type %SystemRoot%\System32\restore\rstrui.exe in the Open box, and then click OK.
2. Click Restore my computer to an earlier time, and then click Next.
3. Click the date that you installed Windows XP SP2, and then click Installed Window XP Service Pack 2 in the Restore Point box.
4. Click Next, and then follow the instructions on the screen to remove Windows XP SP2.

For more information, please refer to the following Knowledge Base Article:

How to remove Windows XP Service Pack 2 from your computer

[http://support.microsoft.com/default.aspx?scid=kb;\[LN\];875350](http://support.microsoft.com/default.aspx?scid=kb;[LN];875350)

## **Suggestion 2: After uninstalling Service Pack 2**

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If the computer works properly, we can conclude that this issue is caused by damage in the system files or registries. Please first refer to the following web sites to get prepared to reinstall Service Pack 2:

***Get the Latest Updates and Information from Your PC Manufacturer Before Installing Windows XP Service Pack 2***

<http://www.microsoft.com/windowsxp/sp2/oemlinks.msp>

***What to Know Before You Download and Install Windows XP Service Pack 2***

[http://www.microsoft.com/windowsxp/sp2/sp2\\_whattoknow.msp](http://www.microsoft.com/windowsxp/sp2/sp2_whattoknow.msp)

***Device drivers known to cause instability in Windows XP Service Pack 2***

<http://support.microsoft.com/default.aspx?kbid=883775&product=windowsxpsp2>

***Then, I suggest we re-download the full installation package of Service Pack 2 from the link below and then reinstall it in Safe Mode:***

<<http://www.microsoft.com/downloads/details.aspx?FamilyId=049C9DBE-3B8E-4F30-8245-9E368D3CDB5A&displaylang=en>>

Note:

- a. Please mind the auto wrap of the email. This may break the link.
- b. This package can be installed on all Windows XP computers, including Home and Profession version.

***Restart the computer in Safe Mode to have a stable environment to install Service Pack 2***

## **Safe Mode**

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- a. Restart the computer.
- b. Keep pressing the F8 key until the Windows Advanced Options Menu appears.

c. Choose Safe Mode, and press Enter.

d. Run the computer in Safe Mode.

Note:

a. In Safe Mode, your system display and Desktop will look and perform differently than in Normal Mode. This is only temporary. To return the system back to Normal Mode, we can simply restart the computer.

b. If it is not convenient for you to download Service Pack 2 via the Internet, and you would like to obtain a free Service Pack 2 CD, please visit the following webpage:

[http://www.microsoft.com/windowsxp/downloads/updates/sp2/cdorder/en\\_us/default.msp](http://www.microsoft.com/windowsxp/downloads/updates/sp2/cdorder/en_us/default.msp)

### **Suggestion 3: Delay installs Service Pack 2**

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If the problem still persists after we download the full installation package and install it in Safe Mode, we can conclude that the issue may be caused by the incompatibility of your hardware or software pre-installed on the computer. If this is the case, I suggest we delay the installation of Service Pack 2 and wait for the hotfix which can resolve the current problem.

If you would like to block delivery of Windows XP SP2 to your computer through Automatic Updates, we can download the toolkit from the following link:

Toolkit to Temporarily Block Delivery of Windows XP SP2 to a PC Through Automatic Updates and Windows

<http://www.microsoft.com/downloads/details.aspx?FamilyId=8BCE6BBA-EA5D-4425-89C1-C1CB1CCD463C&displaylang=en>

After downloading the toolkit "XPSP2BlockerTools", please perform the following steps:

1. Double click XPSP2BlockerTools.
2. Click Yes to accept the license agreement.
3. Click Browse to select a location or type "C:\XPSP2Blocker" as the extraction folder name.
4. Click OK and all components will be extracted into the folder you selected or created.
5. Open My Computer and locate the folder. You will find five files in this folder:

Blocking delivery of Windows XP SP2 - sample email.doc

BlockXPSP2.cmd

NoXPSP2Update.adm

Un-Blocking delivery of Windows XP SP2 - sample email.doc

XPSP2Blocker.exe

6. Double click XPSP2Blocker.exe and it will finish the task to block SP2 through Automatic Updates.

If the file cannot be downloaded, we can use the following method to manually block SP2:

1. Click Start, go to Run, copy the following command line to the Open box:

```
REG ADD HKLM\SOFTWARE\Policies\Microsoft\Windows\WindowsUpdate /v  
DoNotAllowXPSP2 /t REG_DWORD /d 1 /f
```

2. Click OK or press Enter to run this command.

If you want to re-enable delivery of SP2 through Automatic Updates, please run the following command:

```
REG DELETE HKLM\SOFTWARE\Policies\Microsoft\Windows\WindowsUpdate /v  
DoNotAllowXPSP2 /f
```

I understand the steps above may be time consuming. However, it is the most effective method to install Service Pack 2 on your computer successfully.

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